

CountyCare Metrics

Prepared for: CCHHS Board of Directors

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Current Membership

Monthly membership as of September 5, 2018

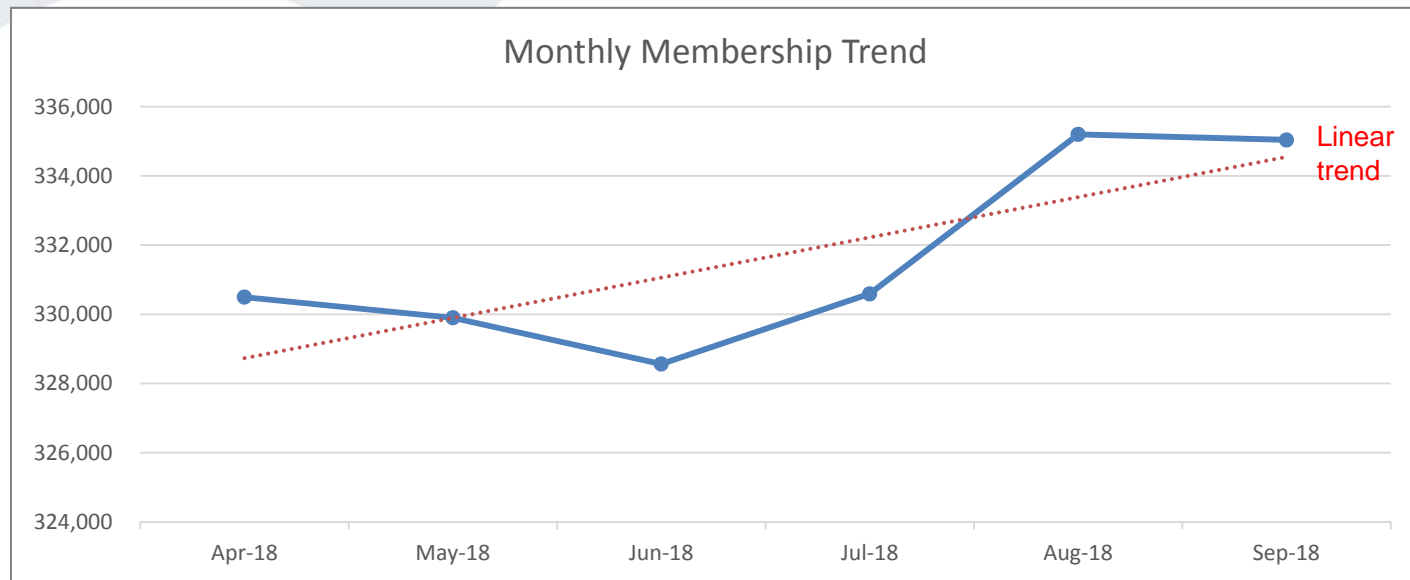
Category	Total Members	ACHN Members	% ACHN
FHP	224,023	26,341	11.8%
ACA	75,646	18,185	24.0%
ICP	30,110	6,983	23.2%
MLTSS	5,260	N/A	N/A
Total	335,039	51,509	15.6%

ACA: Affordable Care Act
FHP: Family Health Plan

ICP: Integrated Care Program
MLTSS: Medicaid Long-Term Service and Support



Monthly Membership Trend



- Overall positive trend from 4/1/2018 to 9/1/2018
- 2018 budget target is 225,000

Cook County Managed Medicaid Market

Membership in Cook County as of August 1, 2018

MCO	Membership
CountyCare	335,484
Blue Cross Blue Shield	262,923
Harmony (WellCare) + Meridian	248,508
IlliniCare	104,668
Molina	69,928
Next Level	57,609
Total	1,079,120

Source: IL HFS August Numbers



2018 Operations Metrics: Call Center & Encounter Rate

		Performance		
Key Metrics	State Goal	May	Jun	Jul
Member & Provider Services Call Center Metrics				
Abandonment Rate	< 5%	1.29%	0.64%	1.43%
Hold Time (minutes)	1:00	0:19	0:04	0:15
% Calls Answered < 30 seconds	> 80%	88.02%	96.83%	90.13%
Claims/Encounters Acceptance Rate	95%	95.23%	95.23%	96.14%



2018 Operations Metrics: Claims Payment

		Performance		
Key Metrics	State Goal	May	Jun	Jul
Claims Payment Turnaround Time				
% of Clean Claims Adjudicated < 30 days	90%	95.1%	94.4%	94.6%
% of Claims Paid < 30 days	90%	23.7%	45.3%	50.0%



2018 Operations Metrics: Overall Care Management Performance

			Performance		
Key Metrics	Members	Market %	May	Jun	Jul
Completed HRS/HRA (all populations)					
Overall Performance	330,734	40%	49.9%	51.8%	51.9%
Completed Care Plans on High Risk Members					
Overall Performance	5,804	65%	50.1%	43.0%	69.1%

- CountyCare's high risk percentage exceeds the State's requirement of 2% for Family Health Plan and 5% for Integrated Care Program.

